

Logistics – Helpful Question & Answers

Delivery & Storage Information



**Key tips for logistics and warehouse handling at ExCeL London**

As the official logistics partner for ExCeL London, it is DSV’s responsibility to ensure that your exhibits, stands, or marketing materials arrive at the venue safely and on time. Below are some recommendations and advice:-

**What are the services provided by DSV at ExCeL London?**

* Pre and post event warehouse storage via our own on site facility
* Courier handling (receiving, logging and delivery)
* Offloading and delivery to stand for time and date requested
* Collection, storage and return of empty packing materials
* Provision of mechanical lifting equipment, including forklifts, cranes, and pallet trucks
* Skilled and un-skilled labour

**DSV’s on site team will be available to assist you throughout the show tenancy period and can be contacted via our main switchboard number.**

**ON SITE:**

1. **Can DSV deliver my exhibit materials direct to my stand for any show at the venue?**
	1. Depending on the size and weight of the consignment, DSV can deliver direct to stand; please provide sizes and weight to our DSV representatives in advance.
2. **I would like to book a forklift for offloading and reloading my trailer of stand fitting materials, can DSV assist?**
	1. DSV can assist to arrange this either directly (our appointed events) or via the event’s official appointed logistics contractors.
3. **Once I have completed the unpacking of my exhibits, is there somewhere I can store my empty packaging?**
	1. We can arrange this for you and can store empty cases via our own on site warehouse; this also applies to secure storage items.

**PRE SHOW:**

1. **I am an overseas exhibitor, and I would like my exhibit materials collected and delivered to the venue; can DSV assist?**
	1. DSV Fairs & Events are a division of global freight forwarders DSV, and we have the resources to collect and deliver from any location worldwide.
2. **I am a UK exhibitor, and I would like my exhibit materials collected and delivered to the venue; can DSV assist?**
	1. DSV Fairs & Events have a network of transport offices across the UK, and we can collect from and deliver to any location in the UK.
3. **Our exhibit materials will arrive at the venue prior to the show build-up, is there somewhere on site where these items could be stored** **securely?**
	1. DSV Fairs & Events have their own secure on site warehouse at the venue – we can receive, log, and store items prior to the show build-up commencing.
4. **My company are shipping outside the UK, however understand customs formalities are required; can you offer any help/advice?**
	1. DSV Fairs & Events can arrange customs formalities for both temporary and permanent imports of exhibit materials for the events; this will include the necessary documentation requirements also.

**BREAKDOWN**

1. **My courier company will come to collect our items, however cannot collect during the breakdown; is there a safe place to store items until their arrival?**
	1. DSV Fairs & Events can arrange the collection of your goods from the stand and store in our on site warehouse pending the arrival of your courier company.